



7648

B/A

DOCKET NO. END919990079US1

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Russell F. Gloor *et al.*

Examiner: Reagan, James A.

Serial No.: 09/439,310

Art Unit: 3621

Filed: 11/12/1999

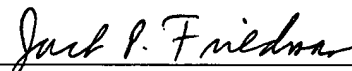
**For: BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT UNDER 1.312**

Sir:

The Examiner erroneously listed on the Notice of Allowability dated July 27, 2004, the allowed claims as 1-4, whereas the true allowed claims are 1, 2 and 4. Claim 3 was cancelled.

  
\_\_\_\_\_  
Jack P. Friedman  
Reg. No. 44,688

Dated: 08/09/2004

Schmeiser, Olsen & Watts  
3 Lear Jet Lane - Suite 201  
Latham, New York 12110  
(518) 220-1850